



Utility Billing Clerk

The City of Wylie (pop, 44,000) seeks a *Utility Billing Clerk* for our award-winning city. Located outside of Dallas, Texas between the cities of Plano and Rockwall, we strive to be an employer of choice with outstanding benefits and a professional working environment. The City of Wylie was recognized in 2005 and 2014 by the Dallas Business Journal as one of the top “Best Places to Work” in D/FW and received the #19 out of 100 ranking for “Best Places to Work” by the Dallas Morning News in November, 2011.

JOB TITLE: Full-Time Utility Billing Clerk
DEPARTMENT: Finance
PAY GRADE: \$12.86 per hour

JOB SUMMARY:

As part of a team, Utility Billing Clerks provide excellent customer service to Wylie’s utility customers. This position requires superior customer service and conflict management skills. References are checked.

- Enter number and alpha data into the computer.
- Enter utility payments into the computer.
- Assist customers with new water service, payment of utility bills, recycling and waste services and other needs as required.
- Perform tasks inherent to the central cashier function.
- Perform all functions necessary to complete assigned billing cycle(s).
- Meet customers at the counter and on the telephone with courtesy, tact and respect
- Work directly with Meter Services.
- Work 8am to 5pm, Monday through Friday. Excellent attendance and timeliness is essential to this position.
- Balance cash drawer and prepare daily bank deposits.
- Sorting, typing, filing, word processing.

REQUIRED EXPERIENCE, KNOWLEDGE, SKILLS & ABILITIES:

High School Diploma or equivalent. Previous experience with heavy cash handling, banking or water department is desired. Six months or more data entry (class experience will be considered). Knowledge of simple math calculations and reasoning skills. Basic working knowledge of word-processing and spreadsheets, preferably Word and Excel. Good oral and written communication skills. Superior customer service skills. Ability to work with the public with courtesy, tact and respect. BI-lingual (English and Spanish) preferred. Ability to work overtime as needed. Ability to effectively interact with all levels of co-workers, management staff, citizens and the public. Ability to maintain an acceptable attendance history. Ability to pass a post- or pre-employment drug screening test, physical and criminal background check.

TO APPLY: Visit our website at www.wylietexas.gov to print an application. Mail or hand deliver your application, resume and cover letter to: Human Resources, City of Wylie, 300 Country Club Road, Wylie TX 75098. Email applications to: jobs@wylietexas.gov If you have questions or would like additional information, please call 972-516-6040.